

SYSTEM AND ASSOCIATED METHODS FOR PROVIDING CLAIMANT  
SERVICES WITH INCREASED QUALITY ASSURANCE

Abstract of the Disclosure

The system is for use in providing services to a claimant by a service vendor, as scheduled by a scheduler, and paid for by a payor, and includes a server for processing and storing claimant data and connected to the Internet, and at least one scheduler workstation for scheduling services for a claimant. The workstation includes a scheduler computer connected to the server, and a telephone interface connected to the PSTN. The server includes a quality assurance unit for generating requests to the scheduler computer before and after the scheduled service for contacting the claimant, and for generating requests to the scheduler computer before the scheduled service for contacting the service vendor.